

Privacy statement Flash Aviation Shop

Of course we will do our utmost best to comply with the General Data Protection Regulation (GDPR) commencing May 25th 2018. This regulation covers all companies and organizations who administer details of customers, personal or other persons.

1. Company details:

Flash Aviation,
Also trading as Flash Luchtvaart Winkel and Flash Aviation Shop
Zeelsterstraat 177 A
5652 EG Eindhoven
the Netherlands

Telephone 0031(0)40-2525661
E-mail : shop@flash-aviation.nl

Chambre of Commerce nr. 170.46649
VAT nr. NL 1168.66.081.B.01

2. Rights of customers:

Our customers have the right to look into the records/files we keep of them and they have the right to copy these, correct these or ask for removal of these records/files.

Granted permission to keep your record and information up-to-date can be withdrawn at any particular moment in time.

We can supply you with a hard copy or scan of your records/files delivered by e-mail for your own use or to re-supply to another company or organization.

3. Keeping records:

All records/files we keep are needed for a proper conduct of business and to provide the best service to our customers.

We will never grant other people the right to look into your records/files, nor will we give away let alone sell your personal information to other companies or organizations. All records and files are for internal use only.

All records and files will be saved for at least seven years due to tax-office regulations.

All records and files are stored at one computer which has no access to the internet. All back-ups do not have access to the internet as well.

4. Complaints

If you might have a complaint concerning our way of recording your information you can of course turn to us in the first place : shop@flash-aviation.nl or give us a call +31(0)40-2525661 during opening hours.

If this contact or the result of it is not good enough for you, you can make a claim at the Dutch authority monitoring this matter;

Autoriteit Persoonsgegevens

PO Box 93374
2509 AJ DEN HAAG
the Netherlands

(Please mention your telephone number in your correspondence)

Telephone: 088 - 1805 250.

Opening hours: Monday to Friday 9.00 to 17.00 hours.

<https://autoriteitpersoonsgegevens.nl/>

5. Where do we keep track of ?:

GDPR Register Flash Aviation:

We keep track of the following customer information in order to carry out a proper administration needed amongst others for letters and e-mail contact with you, or contact through Facebook, Twitter or other media, for our sales administration, for shipment of goods to customer, and for visitors to our shop or at events.

We keep track of :	Why ?
-	-
- Address information lines like street, postal code, state and country	- Needed for sending post/parcels - Needed at the request off the tax office
- Banking details like BIC and IBAN	- Needed as a check for the proper person we are dealing with - In case of reimbursements
- Company information like name of the company, department and function of the contact person	- Needed for sending post/parcels - Needed at the request off the tax office
- VAT number if appropriate	- Only for companies and organizations at the request of the tax-office
- Date of the last order placed	- Used only as a time indication
- Email address	- Needed for communication with the customer
- E-mailing; whether the customer does or does not want to receive newsmailings	- Needed at the request of the office involved with GDPR
- Gender (male/female)	- For a more personal approach of our customer
- Initials, forename, last name	- Needed for sending post/parcels - Needed at the request off the tax office
- X-mass card	- Occasionally we send a X-mass postcard to good relations or customers
- Discount	- To keep track of discounts given to customers
- Post- and store shopping totals per year and in total,	- Used as an indication for pre-paid delivery or delivery with invoice. - Used to determine if discount is appropriate
- Sales booth attendance / Sale booth holder	- To get an idea were we could meet and see our customer
- Telephone number	- For communicational purposes
- Shop visitor and what drink he normally uses in our shop (coffee, thee, sugar, milk)	- To get an idea were we could meet and see our customer - To determine whether the order amount should include postage or not - Coffee and thee are offered for a personal touch
- Articles purchased, modeling or die-cast	- Used to inform and help the customer the best

scale (if appropriate), favorite aviation subjects (like civil aviation, WW2, general aviation and the like)	way we can To check whether our customer did not buy articles or similar articles in the past in order to prevent "bad buys"
--	---

We DO NOT keep track of

- Cookies
- GBHLT
- Weight
- Health
- Religion
- Marriage or living together etc
- Income
- IP-address
- Kids
- Age of date of birth
- Politic opinions
- Race
- Convictions or other criminal records
- Passwords

We are not into "profiling"

At your request all known records and files will be deleted from you except for information needed for the tax-office.

Please make take request either by regular mail or by e-mail (shop@flash-aviation.nl) or come and visit our shop to see for yourself.